



Georgetown Chamber of Commerce  
Position Description: **Membership Manager**  
Reports to: President/CEO

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## Membership Manager

### Summary of Position:

The Membership Manager will manage the growth of the Chamber's overall membership and educate members on the Chamber resources and benefits for their business. This role works with a variety of businesses, so it's important to note that you're a brand ambassador, making customer service always a top priority.

### Membership Manager Duties & Responsibilities:

- Maintain an extensive knowledge of all chamber programs, services, initiatives, and activities to act as a point-of-contact for member questions and concerns.
- Create new member prospect lists and strategies to increase the membership base over one thousand members. Gain new members by utilizing inside and outside sales methods, referrals, and our CRM (Chamber Master). Meet weekly with the CEO to discuss.
- Provide onboarding for new members. Ensure all information is correctly input into Chamber Master. Collect member logos and ensure member items are properly completed for all membership levels. Call the member to discuss benefits and activate account once payment is received. Work closely with the Director of Operations through this process.
- Review aging list and conduct retention calls. Work with Director of Operations to confirm membership payments from Quickbooks. Conduct 60 day invoice calls.
- Maintain the membership retention process for the annual membership cycle. Oversee staff responsibilities in that process and manage communications.
- Maintain active membership statistics with the retention spreadsheet. Updated monthly.
- Create a New Member Orientation event at least twice a year. Responsible for creating New Member Welcome packets and updating content.
- Act as point of contact for all membership inquiries and pursue membership upgrades with current members.
- Manage web leads, member deals, job postings, new events, and news release submissions through Chamber Master.
- Manage Ambassador program with monthly meetings and new member packets.
- Assist the CEO in developing and monitoring the annual budget.
- Responsible for membership sales and sponsorship sales. *(Work closely with the Director of Programs & Events on sponsorships)*
- Actively support, promote, and participate in chamber events and programs.
- Develop strategies to thank our members throughout the year.
- Coordinate annual publication of the printed directory and map. Responsible for sales and meeting budget goals.
- Work closely with the Marketing Coordinator to create an annual sponsorship packet.
- Other duties as assigned by the President/CEO.